

Meeting Minutes			
<b>Division:</b>	IME Integrated Health Home		
<b>Meeting Title:</b>	Open Office Hours		
<b>Facilitator:</b>	Pamela Lester		
<b>Location:</b>	Teams		
<b>Date:</b>	February 24, 2022	<b>Time:</b>	10:30 to 11am

Meeting Objectives
The primary goal of the meeting is to provide IME updates and allow for discussion.

Meeting Participants		
<b>Abbe</b> <b>Berryhill</b> <b>Black Hawk Grundy</b> <b>Bridgeview</b> <b>Broadlawns</b> <b>CHSC</b> <b>Capstone</b> <b>Center Associates</b> <b>Children's Square</b> <b>Community Support Advocates</b> <b>Counseling Associates</b> Crossroads <b>Elevate CCBHC</b> <b>Ellipsis</b> <b>Eyerly Ball</b> First Resources <b>Families First</b> Family Resources <b>Four Oaks</b> <b>Heartland</b> <b>Hillcrest</b>	<b>Northeast Iowa Mental Health Center</b> <b>Orchard Place</b> Pathways <b>Plains</b> Prairie Ridge Robert Young <b>Siouxland Mental Health Center</b> <b>Southern Iowa Mental Health Center</b> Southwest Iowa Mental Health Center <b>Stepping Stone Family Services</b> Tanager <b>Vera French</b> <b>Waubonsie</b> <b>Young House Family Services</b> <b>YSS</b>	<b>IME</b> <b>IACP</b> <b>IBHA</b> <b>ITC</b> <b>AGP</b>  <b>BOLDED NOTE ATTENDEES</b>

Agenda Topic	Items
<b>IME Updates</b>	<ul style="list-style-type: none"> <li>All questions and concerns about Health Homes must go to the Health Home email. <a href="mailto:healthhomes@dhs.state.ia.us">healthhomes@dhs.state.ia.us</a>.</li> <li>Any questions about IMPA go to <a href="mailto:IMPAhelpdesk@dhs.state.ia.us">IMPAhelpdesk@dhs.state.ia.us</a></li> <li>Any questions about billing go to <a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a>.</li> <li>Any questions about IoWANs goes to <a href="mailto:IoWANshelpdesk@dhs.state.ia.us">IoWANshelpdesk@dhs.state.ia.us</a></li> <li>Waiver Slot Questions <a href="mailto:waiverslot@dhs.state.ia.us">waiverslot@dhs.state.ia.us</a></li> <li>Questions about HCBS Waivers <a href="mailto:hcbswaiver@dhs.state.ia.us">hcbswaiver@dhs.state.ia.us</a></li> <li>Any questions about a member enrolled with the MCO should go to that MCO               <ul style="list-style-type: none"> <li>Amerigroup <a href="mailto:ia-healthhome@amerigroup.com">ia-healthhome@amerigroup.com</a></li> <li>Iowa Total Care <a href="mailto:ITC_IHH@IowaTotalCare.com">ITC_IHH@IowaTotalCare.com</a></li> </ul> </li> <li><b>IME System Issues</b></li> </ul>

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	<ul style="list-style-type: none"> <li>○ There is an issue with IMPA changing members to a tier 0 for Not Eligible for Medicaid. This should not be occurring. IMPA Team is working on a fix for this. For those members that are eligible but a tier 0, please reach out to provider services with the member's information. <b>The test file was sent over this week and we should have a verification soon.</b></li> <li>○ There is an issue with IoWANS and Hab line closures. IoWANS is working on this issue.</li> <li>○ Issue with subscribing to a DHS Website has been fixed. <b>Kristine stated "don't use chrome to subscribe you want to be in edge"</b></li> <li>• Welcome Elevate CCBHC to the Integrated Health Home Program. They will be serving adult/child and will serve the following counties: Allamakee, Black Hawk, Butler, Chickasaw, Clayton, Fayette, Floyd, Grundy, Howard, Mitchell, Tama, Winneshiek <b>IME does not limit any providers from enrolling as an IHH or CCHH. If the Provider choses and qualifies to be an IHH or CCHH, we will enroll them.</b></li> <li>• QI Workgroup information is <a href="#">here</a> <b>You may review and provide any thoughts or feedback you have to the Health Home Email. This includes those that are not part of the Workgroup.</b></li> <li>• <a href="#">Health Home Learning Collaborative</a> Please register for next month's "Care Coordination: Understanding Long-term Care Services, Medicaid Programs, Mental Health &amp; Disability Service Regions, &amp; Court-ordered Services"</li> <li>• Integrated Health Home Manual will be located <a href="https://dhs.iowa.gov/policy-manuals/medicaid-provider">https://dhs.iowa.gov/policy-manuals/medicaid-provider</a> to subscribe, scroll to the bottom where it says "to subscribe" and follow the directions. The link will be sent to you when the manual has been added to IME manual. <b>We will also add this to our HH webpage. It should be uploaded tomorrow or next Friday. I will also email you the link and the PDF.</b> <ul style="list-style-type: none"> <li>○ General Policy Manuals webpage <a href="https://dhs.iowa.gov/policy-manuals">https://dhs.iowa.gov/policy-manuals</a></li> </ul> </li> <li>• Health Home Iowa Administrative Rule is located here for review. <a href="https://www.legis.iowa.gov/docs/aco/arc/6206C.pdf">https://www.legis.iowa.gov/docs/aco/arc/6206C.pdf</a> <ul style="list-style-type: none"> <li>○ While we are looking at rules updates chapter 24 <a href="https://www.legis.iowa.gov/docs/publications/LG/14966.pdf">https://www.legis.iowa.gov/docs/publications/LG/14966.pdf</a> And Telehealth standards for RNs <a href="https://www.legis.iowa.gov/docs/publications/LG/14966.pdf">https://www.legis.iowa.gov/docs/publications/LG/14966.pdf</a></li> <li>○ How do rules work? <a href="https://www.legis.iowa.gov/law/administrativeRules/howDoRulesWork">https://www.legis.iowa.gov/law/administrativeRules/howDoRulesWork</a></li> <li>○ Here is a PDF that might also be helpful <a href="https://www.legis.iowa.gov/docs/publications/ACOD/767383.pdf">https://www.legis.iowa.gov/docs/publications/ACOD/767383.pdf</a></li> <li>○ Rulemaking Guide <a href="https://www.legis.iowa.gov/docs/publications/LG/14966.pdf">https://www.legis.iowa.gov/docs/publications/LG/14966.pdf</a></li> <li>○ <b>Comments go here:</b></li> </ul> </li> </ul> <p>Any interested person may submit written comments concerning this proposed rulemaking. Written comments in response to this rule making must be received by the Department no later than 4:30 p.m. on March 15, 2022. Comments should be directed to:</p> <p>Nancy Freudenberg  Department of Human Services  Hoover State Office Building, Fifth Floor  1305 East Walnut Street  Des Moines, Iowa 50319-0114  Email: <a href="mailto:appeals@dhs.state.ia.us">appeals@dhs.state.ia.us</a></p>

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	<ul style="list-style-type: none"> <li>• <b>Measure Year (MY) 2021 Measures</b> <a href="https://www.medicaid.gov/federal-policy-guidance/downloads/cib02162022.pdf">https://www.medicaid.gov/federal-policy-guidance/downloads/cib02162022.pdf</a> Sara talked about this on her call. I was invited back to the workgroup to focus on MY 2022 Measures. The Colorectal Screening is a new measure that NCQA has made to be able to easily stratify to identify disparities in care.</li> <li>• <b>Notification Form</b> We are updating based on your feedback. Thank you to all the contributions.</li> <li>• Heidi has been updating the website and added tools and templates for you. She is working on getting the CASH and PCSP uploaded in word instead of PDF.</li> <li>• Informational Letters: <ul style="list-style-type: none"> <li>○ <a href="#">HCBS Waiver and Habilitation Billing Codes</a></li> <li>○ <a href="#">Public Health Emergency COVID-19 Regulations</a></li> </ul> </li> <li>• <b>MCO RFP:</b> MCO RFP has been released. <a href="#">PROC/DAS Bidding Opportunities   Iowa Department of Administrative Services</a>. <ul style="list-style-type: none"> <li>○ Bidders' Conference and Capitation Rate Data Book Presentation March 2, 2022 10 a.m. to 12:30 p.m. Available via videoconference</li> <li>○ Bidder Letter of Intent to Bid Due By March 9, 2022 3:00 p.m.</li> <li>○ Bidder Written Questions (Round 1) Due By March 9, 2022 3:00 p.m.</li> <li>○ Agency Responses to Questions (Round 1) Issued By March 18, 2022 3:00 p.m.</li> <li>○ Bidder Written Questions (Round 2) Due By March 24, 2022 3:00 p.m.</li> <li>○ Agency Responses to Questions (Round 2) Issued By April 6, 2022 3:00 p.m.</li> <li>○ Bidder Proposals and any Amendments to Proposals Due By May 11, 2022 3:00 p.m.</li> <li>○ Agency Posts Scoring Guide and Technical Proposal Components May 11, 2022</li> <li>○ Agency Announces Apparent Successful Bidder/Notice of Intent to</li> <li>○ Award August 31, 2022</li> <li>○ Transition Activities Begin September 1, 2022 I will start sharing status updates regarding the new MCOs.</li> <li>○ Anticipated Start Date for the Provision of Services July 1, 2023</li> </ul> </li> </ul>
<b>Questions in the Health Homes Email</b>	<ul style="list-style-type: none"> <li>• <b>Documentation Reviews:</b> Make sure you know when you will be reviewed and that you have access to be able to upload as well as having a process determined on how you will do that or if you will be allowing access to the EHR. We have had the same instructions since December of 2019, and we are still having problems. Let us know if you need our help so that you are ready to go when it is your time.</li> <li>• <b>Denied Claims:</b> Make sure you look at IMPA first to determine why the claim denied before reaching out to provider services. It may be because the member wasn't enrolled for that month, or you have not verified eligibility in IMPA within the 12-month requirement. It is the responsibility of the Health Home to manage their billing report and keep it up to date. If the member was truly eligible and enrolled, reach out to provider services for assistance.</li> <li>• <b>Member Eligibility:</b> The IMPA Slides provide education on how to identify what coverage the member has. Slide 15 Member Lookup and Eligibility with slide 18 giving you all of the codes that identifies a member as having full Medicaid. Remember that IMPA is read only and is updated nightly from MMIS.</li> </ul>

Agenda Topic	Items
<b>IHH Proposed Discussion Topics: None</b>	None
<b>Open Discussion</b>	